

Workplace Behaviors: The Good, the Bad and the Taboo

Workplace behavior refers to the actions and interactions of employees that directly or indirectly affect an organization's effectiveness. Good behavior, such as displaying professionalism, maintaining confidentiality, upholding ethical standards, possessing personal accountability and demonstrating teamwork yield positive results that foster excellence, productivity and camaraderie in the workplace. Conversely, bad behavior inhibits performance, contaminates the work environment, damages morale and incurs hidden costs for the organization. Negative behavior takes many forms, like insubordination, gossip, use of derogatory language, and abuse of power. Building an internal culture based on mutual respect and trust is an essential element for creating a harmonious workplace that will cultivate good behavior. In essence, positive workplace practices in which managers, and employees act responsibly and are accountable for their actions and decisions contribute to the overall success of the organization, the generation of high quality work, and the well-being of employees.

You should attend this panel discussion if...

- ❖ You desire to control an active rumor mill in the workplace
- ❖ You want to eliminate the fear of retaliation
- ❖ You want to cultivate an environment of accountability
- ❖ You are seeking to address uncooperative and domineering behavioral concerns effectively and constructively
- ❖ You want to reduce the incidence of employee grievances relating to behavioral matters
- ❖ You desire to prevent negative behavioral practices from occurring using behavior management techniques
- ❖ You are looking for solutions to handle difficult people, negative behaviors and tense situations
- ❖ You want to gather information on how to maintain positive behaviors in the workplace

Tuesday, November 15, 2016 ♦ 1:00 p.m. – 3:00 p.m. ♦ Learning and Development Center ♦ Auditorium



David F. Cutler
Director, Houston
Emergency
Center

David F. Cutler is the Director of the Houston Emergency Center and has served the City of Houston in a public safety capacity for 36 years. His areas of expertise include: Public Safety, Emergency Response, Managerial Leadership, Organizational Change, and Organizational Development. David holds a BBA and an MBA from the University of Houston. David began his career with the City of Houston as a Police Officer with the Houston Police Department in 1981. During his almost 25 year tenure with that department, he was promoted through the ranks of Officer, Sergeant, Lieutenant, Captain, and retired at the rank of Assistant Chief of Police. While with the Houston Police Department, he was involved with developing numerous innovative programs designed to reduce crime and increase police accountability.



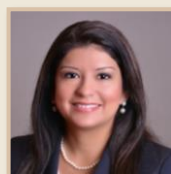
Charlotte Booker
Deputy Director,
Municipal Courts
Department

Charlotte Lang Booker, J.D., is Deputy Director and Chief Operating Officer for Houston Municipal Courts Department (MCD) areas of Technology, Public Information Office, Internal Auditing, Compliance and Policies for the Court. A licensed attorney, Mrs. Booker has 25 years of leadership and management experience. She earned her Bachelor of Science degree from the University of Texas at Austin and her Doctor of Jurisprudence from Texas Southern University Thurgood Marshall School of Law. Her legal career has focused on public service. Before coming to the City of Houston, she served as a Chief Misdemeanor Prosecutor with Harris County D.A.'s Office and Acting Chief Attorney of Field Operations with the Texas Department of Family and Protective Services (DFPS).



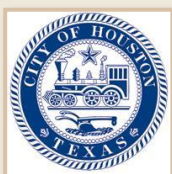
Donald J. Fleming
Senior Assistant
City Attorney,
Legal Department

Donald J. Fleming is a Senior Assistant City Attorney for the City of Houston in the Labor, Employment & Civil Rights Section (LECR). In this capacity, he has represented the City in all aspects of discrimination, retaliation, whistleblower, wrongful termination, unemployment compensation, police Section 1983 civil rights claims, Family Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), and the Fair Labor Standards Act (FLSA) matters emanating from the employment relationship. During his 16 year tenure he has served as counsel for the City in a number of appeals before the Firefighter's & Municipal Employees Civil Service Commission of the City of Houston and the Houston Police Officers Civil Service Commission.



Ophelia R. Gomes
Deputy Assistant
Director,
Houston Public
Library

Ophelia R. Gomes is Deputy Assistant Director at the Houston Public Library where she oversees all aspects of organizational development including: Training and Staff Development, Volunteer Services, Employee Wellness and Safety. Ophelia has nearly 20 years of professional human resources experience and has led, developed and delivered initiatives to improve employee engagement, employee retention and leadership development. Ophelia began her career at the City of Houston in 2000 joining the Human Resources Department. Her passion for employee recruitment, hiring and selection led her to progress quickly within the HR department. Ophelia holds a Bachelor's degree in Psychology from the University of Houston. She also holds SHRM-SCP and IPMA- SCP certifications.



Robin Curtis
Inspector General,
Legal Department

Robin Curtis is the Inspector General overseeing the Office of Inspector General (OIG) for the City of Houston. Ms. Curtis is proud to help keep integrity in City government and is a board-certified labor and employment attorney. Ms. Curtis is a 1984 "Fighting Owl" from Rice University. Before coming to the City of Houston, Ms. Curtis worked as a Labor & Employment litigator for Baker Botts, LLP and Staff Vice President for Continental Airlines, where she handled the airline's divisions of: Fair Employment Practices—Labor & Employment matters; Medical Benefits; Retirement Benefits; Stock Plans; Training; HRIS; and Employee Assistance Program. Ms. Curtis enjoys sports, bridge-playing, book club, travel, and trips to the theatre with her husband, son and daughter.

Ask
the EXPERT
Panel Series